

***Beneficiary and Provider Services******Table of Contents***

I.	<b>INQUIRY SERVICES DEPARTMENT - GENERAL .....</b>	2.8.I-1
A.	<b>Objective of an Inquiry Service Department .....</b>	2.8.I-1
B.	<b>Training of Service Representatives.....</b>	2.8.I-1
II.	<b>CORRESPONDENCE CONTROL AND REPORTS .....</b>	2.8.II-1
A.	<b>Control.....</b>	2.8.II-1
B.	<b>Categories of Correspondence .....</b>	2.8.II-1
C.	<b>Required Reports.....</b>	2.8.II-1
III.	<b>CORRESPONDENCE PROCESSING AND APPRAISAL .....</b>	2.8.III-1
A.	<b>Routine Correspondence.....</b>	2.8.III-1
B.	<b>Priority Correspondence .....</b>	2.8.III-1
C.	<b>Correspondence Completion and Quality Control.....</b>	2.8.III-2
	1. Completing Correspondence.....	2.8.III-2
IV.	<b>TELEPHONE INQUIRIES .....</b>	2.8.IV-1
A.	<b>Telephone System.....</b>	2.8.IV-1
B.	<b>Responsiveness.....</b>	2.8.IV-1
C.	<b>Reports .....</b>	2.8.IV-1
D.	<b>Telephone Appraisal System.....</b>	2.8.IV-1
V.	<b>GRIEVANCES AND GRIEVANCE PROCESSING .....</b>	2.8.V-1
A.	<b>Grievances and Grievance Processing.....</b>	2.8.V-1
	1. Contractor Responsibilities .....	2.8.V-1
B.	<b>Grievance Processing Jurisdiction.....</b>	2.8.V-2
VI.	<b>WALK-INS .....</b>	2.8.VI-1
A.	<b>Contractor Responsibility.....</b>	2.8.VI-1
VII.	<b>ALLOWABLE CHARGE REVIEWS (INCLUDES DRGS).....</b>	2.8.VII-1
A.	<b>General .....</b>	2.8.VII-1
B.	<b>Allowable Charge Review Criteria .....</b>	2.8.VII-1
	1. Requirements.....	2.8.VII-1
	2. Allowable Charge Complaint Procedures.....	2.8.VII-1
	3. Responses to Allowable Charge Complaints .....	2.8.VII-2
C.	<b>Excess Charges Billed in Participating Provider Claim Cases.....</b>	2.8.VII-2
D.	<b>CHAMPUS Maximum Allowable Charge System.....</b>	2.8.VII-2
E.	<b>DRG Reviews .....</b>	2.8.VII-3

***Table of Contents***

VIII.	<b>PROVIDER RELATIONS .....</b>	2.8.VIII-1
A.	<b>General.....</b>	2.8.VIII-1
B.	<b>Provider Relations Requirements .....</b>	2.8.VIII-1
1.	Reserved .....	2.8.VIII-1
2.	Reserved .....	2.8.VIII-1
3.	High Volume Provider Contacts.....	2.8.VIII-1
C.	<b>Reporting Requirements.....</b>	2.8.VIII-2
IX.	<b>BENEFICIARY, CONGRESSIONAL, AND HEALTH BENEFIT}</b> <b>ADVISOR RELATIONS .....</b>	2.8.IX-1
A.	<b>General.....</b>	2.8.IX-1
B.	<b>Beneficiary Relations .....</b>	2.8.IX-1
C.	<b>Congressional and HBA Relations.....</b>	2.8.IX-1
1.	Establish Communications .....	2.8.IX-1
2.	Bulletins.....	2.8.IX-1
3.	Reporting.....	2.8.IX-1
D.	<b>Special HBA Meetings .....</b>	2.8.IX-2
X.	<b>COLLECTION ACTIONS AGAINST BENEFICIARIES.....</b>	2.8.X-1
A.	<b>General.....</b>	2.8.X-1
B.	<b>Debt Collection Assistance Program Intervention Actions .....</b>	2.8.X-1
C.	<b>Responsibilities .....</b>	2.8.X-2
1.	MTF/Lead Agent/MMSO .....	2.8.X-2
D.	<b>Military Personnel Offices .....</b>	2.8.X-2
E.	<b>TMA (Office of Collection Claims Evaluation).....</b>	2.8.X-3
F.	<b>MCSC .....</b>	2.8.X-3
<b>Addendum A</b>	<b>Reserved .....</b>	2.8.A-1

---

***Beneficiary and Provider Services***

---

***Table of Contents***